H

National Qualifications
SPECIMEN ONLY

SQ02/H/01

Administration and IT

Date — Not applicable

Duration — 1 hour

Total marks — 30

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 20 marks

Attempt ALL questions.

Write your answers clearly in the answer booklet provided. In the answer booklet you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not you may lose all the marks for this paper.

SECTION 1 — 10 marks

Read the following information and attempt ALL the questions that follow.

WORKING TOGETHER

Jamie has recently been promoted at work. He is now a Senior Administrative Assistant and has a team of six Administrative Assistants, who work in different locations.

Several members of his team seem unhappy at work and do not take part in discussions at team meetings. At these meetings, two members are very dominant and often the other team members do not like the decisions that are made. Some team members refuse to work with others or even speak to them. Last week, important customer information went missing because the correct instructions were not passed on. This could have been a disaster for the whole company.

Within the administrative team, three members of staff have been with the company for several years, while the others were recruited two months ago. The longer-serving members of staff do not always listen to their newer colleagues, despite the experience that they bring to the team from their previous roles at other companies. This, again, causes tension between the team members. Some pieces of work are done in different ways by different people, leading to confusion and stress. Jamie has to find a way to make his team work together even though they are based in different locations.

Team meetings are held only once a month. Some team members do not value the team meetings and do not make the effort to attend. Therefore, Jamie spends a lot of time trying to visit everyone to make sure that they receive the same information.

Jamie knows he has to make some changes in order to make his team more effective.

The following questions are based on ALL the information provided and on knowledge and understanding you have gained whilst studying the Course.

1. Describe, using the information provided in the case study, at least three strategies Jamie should implement to make his team more effective. **6**

2. Jamie's team is not following correct company procedure, which resulted in legislation being breached.

   (a) Outline the consequences to the organisation of failing to comply with this legislation. **2**

   (b) Compare communication methods Jamie could use to ensure that all members of his team are aware of company policies and procedures. **2**

SECTION 2 — 20 marks

Attempt ALL questions

3. Describe the barriers that may exist when communicating information to others. **5**

4. Compare the health and safety responsibilities of employers and employees in the workplace. **2**

5. Describe task and time management strategies employees could use. **4**

6. Describe ways in which IT makes it possible for organisations to offer flexible working. **4**

7. Describe the methods that organisations can use to provide high-quality customer service. **2**

8. Explain the importance of effective file management on an intranet. **3**

[END OF SPECIMEN QUESTION PAPER]

SQO2/H/01   **Administration and IT**

Marking Instructions

These Marking Instructions have been provided to show how SQA would mark this Specimen Question Paper.

✕SQA

General Marking Principles for Higher Administration and IT

This information is provided to help you understand the general principles you must apply when marking candidate responses to questions in this Paper. These principles must be read in conjunction with the detailed marking instructions, which identify the key features required in candidate responses.

(a) Marks for each candidate response must <u>always</u> be assigned in line with these General Marking Principles and the Detailed Marking Instructions for this assessment.

(b) Marking should always be positive. This means that, for each candidate response, marks are accumulated for the demonstration of relevant skills, knowledge and understanding: they are not deducted from a maximum on the basis of errors or omissions.

(c) **i)** For questions that ask candidates to '**Compare . . .**'

Candidates must demonstrate knowledge and understanding of the similarities and/or differences between things, methods or choices, for example. The relevant comparison points could include theoretical concepts.

Up to the total mark allocation for this question:

- 1 mark should be given for each accurate point of comparison

ii) For questions that ask candidates to '**Explain . . .**'

Candidates must make a number of accurate relevant points that relate cause and effect and/or make the relationships clear. These points may relate to a concept, process or situation.

Candidates may provide a number of straightforward points of explanation or a smaller number of developed points, or a combination of these.

Up to the total mark allocation for this question:

- 1 mark should be given for each relevant point of explanation
- 1 mark should be given for a further development of a relevant point, including exemplification when appropriate

iii) For questions that ask candidates to '**Describe . . .**'

Candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the question asked. These points may relate to a concept, process or situation.
Candidates may provide a number of straightforward points or a smaller number of developed points, or a combination of these.

Up to the total mark allocation for this question:

- 1 mark should be given for each relevant factual point
- 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

iv) For questions that ask candidates to '**Outline . . .**'

Candidates must make a number of brief statements appropriate to the question asked. These may include facts, features or characteristics.

Up to the total mark allocation for this question:

- 1 mark should be given for each accurate statement given

Detailed Marking Instructions for each question

SECTION 1

Question		Possible response	Max mark	Additional guidance
1		• Centralise administrative team to eliminate difficulties from staff working in different locations. • Discuss issues with staff who are unhappy to find possible causes/ solutions. • Ensure opinions from all team members are represented at team meetings. • Chairing the meetings effectively. • Ensure that decision-making is democratic and involves the views of all team members. • Suggest team-building activities to support improved working relationships. • Hold team meetings more regularly to address issues as they arise. • Establish clear guidelines and procedures for team working to ensure work is done consistently. • Use technology to ensure all team members receive the same information.	6	Candidates' responses must be based on the information from the case study. Award 1 mark for each valid description. Award 1 mark for a development of a description. To gain full marks at least three strategies must be described. Up to 4 marks can be awarded for describing any one strategy. Accept any other suitable response related to the case study.
2	a	• Customers may lose faith in the organisation. • Customers may take their business to a competitor. • The organisation may be reported to the Information Commissioner. • The business could face sanctions from the Information Commissioner. • Losing customer information may attract negative media attention. • The organisation may get a bad reputation. • The organisation may find it difficult to attract new customers.	2	Award 1 mark for each valid brief statement Accept any other appropriate response.

	b	• Jamie could hold a team meeting to inform his team about company policy and he will be able to explain points; whereas if Jamie used e-mail some members of staff may find it difficult to understand the policy as they cannot ask questions to clarify.
		• The policy statement could be stored on the intranet, which ensures all members of staff have access to the most up-to-date information; whereas if Jamie issues a leaflet by e-mail this could be lost or deleted.
		• Role play and videos are both methods that suit visual learners.
		• Other methods could include:
		   o bulletin board
		   o leaflet/poster
		   o staff handbook
			2	Award 1 mark for each valid comparison.
				
				Similarities or differences can be given.
				
				Accept any other appropriate response.

Question	Possible response	Max mark	Additional guidance
3	• When communicating information to a large audience, not everyone may be able to hear what is being said (1 mark) as they may be distracted by others (1 development mark). • Large documents with complex information may be difficult for people to understand (1 mark) and they may miss important information (1 development mark). • Important information sent by e-mail/uploaded to a bulletin board may not be read immediately. • Technical faults, such as a system crash or loss of signal, can occur with mobile video/audio conferencing. • Accents or poor spoken language when communicating with others can result in misinformation (1 mark), eg with colleagues overseas (1 development mark). • External/background noise can be distracting for both the presenter and the audience.	5	Award 1 mark for each valid description. Award 1 mark for a development of a description. To gain full marks at least two barriers must be described. Up to 4 marks can be awarded for describing any one barrier. Candidates can refer to barriers which exist with verbal, written or electronic information. Accept any other appropriate response.
4	• Employers have a legal responsibility to provide a safe working environment and equipment for their employees; whereas employees must the use equipment provided correctly. • Employees have a responsibility to report any hazards they notice to their employer; whereas the employer has a responsibility to take action on the hazard as quickly as possible. • Employers have a responsibility to risk-assess any dangerous tasks that employees have to do; whereas employees have a responsibility to ensure that they follow the procedures that are put in place by employers to reduce risk. • Both employees and employers have a responsibility to work together to ensure health and safety legislation is complied with.	2	Award 1 mark for each valid comparison. Similarities or differences can be given. Accept any other appropriate response.
5	**Action plans** An action plan can be used to break down a large project into smaller parts for individuals/groups (1 mark) — this is where task responsibilities, deadlines and resources are given (1 development mark).	4	Award 1 mark for each valid description. Award 1 mark for a development of a description. To gain full marks at least two strategies must be described.

Question		Possible response	Max mark	Additional guidance
		Gantt chart Used by managers to show comparisons between work planned and work accomplished (1 mark). Key target dates will be marked on the chart and adjustments can be made where additional time is needed (1 development mark). Other responses could include: • to-do lists • priorities lists • diaries • task-management software • strategies to reduce time-stealers.		Up to 3 marks can be awarded for describing any one strategy. Award a maximum of 2 marks for responses related to time-stealers. Accept any other appropriate response.
6		• Employees can use e-mail to send documents backwards and forwards to the office while working at home or teleworking. • Intranet can be accessed remotely, allowing employees to work anywhere outside the office. • Skype or FaceTime will allow employees to have face-to-face meetings by using software on smart phones, tablets and laptops to allow employees to work while on the move. • Intranet and cloud-based software allows job-sharers to have access to up-to-date information when taking over from each other.	4	Award 1 mark for each valid description. Award 1 mark for a development of a description. Candidates must refer to a specific piece of technology to gain a mark. To gain full marks at least two uses of IT must be described. Up to 3 marks can be awarded for describing any one specific use of IT. Accept any other appropriate response.

7		• Make use of a service level agreement that details the standards of service customers should receive in different situations.
		• Have a complaints procedure in place that details what a customer should do if they are unhappy with the service received.
		• Other responses include:
		    o training
		    o mystery shoppers
		    o focus group
		    o service standards
			2	Award 1 mark for each valid description.
				
				To gain full marks at least two methods must be described.
				
				Accept any other appropriate response.

8		• Saves time as information can be easily found by all staff. • Information is only saved in one place for all employees, therefore there is no duplication. • Good housekeeping, eg deleting unused files will save network space.	3	Award 1 mark for each valid explanation. Accept any other appropriate response.

Question		Possible response	Max mark	Additional guidance
		• Sensitive information is stored in a restricted access folder, so only authorised staff can view this information. • Saves staff stress not having to waste time looking for files.		

[END OF SPECIMEN MARKING INSTRUCTIONS]

• Sensitive information is stored in a restricted access folder, so only authorised staff can view this information.